



Booth Centre

Working to end homelessness, in all its forms.

Impact Report 2019

boothcentre.org.uk

Vision

Our vision is for everyone to have a secure home and the opportunity to have a good quality of life.

Mission

Our mission is to bring about positive change in the lives of people who are homeless or at risk of homelessness, and help them plan for and realise a better future.

Values

Inclusive

We are welcoming and supportive. We provide the opportunity for people to socialise, share their experiences and learn from one another. We have an open door policy and all our services are provided free of charge. We don't judge people and we never give up on anyone.

Partnership

We recognise the importance of working collaboratively with people who come to the centre to design, deliver and evaluate our services. We work jointly with other organisations to achieve the best outcomes.

Inspiring

We all inspire one another to discover our purpose and reach our full potential, celebrating our achievements and positive steps forward.

Empowering

We encourage people to take personal responsibility for making positive changes in their lives by providing opportunities, developing their talents, and helping to build their confidence and self esteem.

Respectful

We respect each other and celebrate diversity so that everyone can give their best. We recognise the importance of providing a friendly environment where people can feel safe.

A Message from our CEO



Amanda speaking at The Manchester Sleepout in 2018

Homelessness continues to be a significant problem in our cities. We are proud of our record of supporting people to come off the streets, to find good quality, supported accommodation and to settle into permanent homes. Critical in this process is helping people to build a new life with positive social relationships, good health and a purpose. Our volunteering, activities, arts, well-being and employment programmes have helped hundreds of people this year to achieve just this. Every new person who comes to the Centre can take some inspiration from the peer mentors who greet them.

In addition to these front line services we have been working hard to address the underlying issues which cause homelessness. Crucially, we have enabled dozens of people who are or have been homeless to contribute to reshaping the city's homelessness strategy, policies and services to ensure that they are working properly. We believe that it is only by working alongside people affected by homelessness that we can come up with solutions.

Amanda Croome, MBE

Booth Centre CEO and Founder

Individual support

**For over 150 people every week
who are homeless or at risk of homelessness**

Age



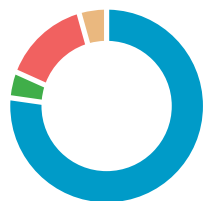
- **18-25** years: 11%
- **26-35** years: 25%
- **36-49** years: 40%
- **Over 50** years: 24%

Accommodation



- 28%** were rough sleeping at the time of the survey.
- 20%** were sleeping in temporary or emergency accommodation.
- 11%** were staying with family or friends.
- 17%** have their own tenancy with visiting support.
- 24%** have their own tenancy without support.

Ethnicity



- **77%** white British.
- **3%** white other.
- **18%** black British/black other/Asian.
- **2%** other.

Health

- 70%** have mental health problems.
- 42%** have alcohol problems.
- 29%** have drug problems.

**“An open drop
in service, where
everyone is welcome”**

**68% of people who
visit have slept rough
in the past year**

**21% of people who
visit the centre do not
have any income at all**

Welcome to the Booth Centre

When arriving at the Booth Centre there is always someone to talk to, someone who has been on a similar journey and now wants to help others.

The Booth Centre offers a welcoming, open door. People arrive at the Centre and are immediately introduced to a staff member, peer mentor or volunteer who can offer them a hot drink and someone to talk to. People can have a hot shower, and are offered essential hygiene items like toiletries and socks. Advice and support is provided by our dedicated staff and volunteer team, and people are introduced to the different areas of the Centre and the activities on offer.

Over the following pages join our Peer Mentor tour and learn more about what happens at the Booth Centre.

The Booth Centre has a unique way of working in partnership with people who come to the Centre in the design, delivery and evaluation of our services.

In the past year, we have supported 103 people with experience of homelessness to undertake volunteer placements at the Booth Centre.

We believe that everyone can add value and can take pride in how they contribute to the running of the Centre.



“I feel a lot of joy when people arrive at the Centre and volunteers and peer mentors explain our services and give a tour – the best spokespeople for how we work are given a voice”.

What does being a Peer Mentor involve?

What does being a Peer Mentor involve?

David: We each contribute different skills to the Centre and get involved in a bit of everything, but it's about being here for people.

Robyn: It involves hard work!

David: I enjoy supporting people into accommodation and employment. I help with CVs, housing applications and Universal Credit.

Robyn: I work with the reception team so I offer advice and do referrals, I also chat to people. For me, it's really important that people socialise when they're in the Centre.

What do you enjoy about being a Peer Mentor?

David: Being on the street will never leave me but now I can navigate the system and use that to support others. It's good that I can give something back to the Booth Centre.

Robyn: I just enjoy helping people. Reconnecting people with friends and family is the best. Watching them go home is really rewarding.

What first brought you into the Booth Centre?

David: The food, the shower and it was somewhere warm. I was rough sleeping at the time.

Robyn: Breakfast and a brew. I was sofa surfing but I would spend all night just walking around.

David: Booth Centre first got me into temporary accommodation, and then after a few moves and a long stay in hospital I got keys to my own flat. That was almost two years ago, during that time I took part in activities at the Booth Centre. I always enjoyed woodworking, I helped to make the fish tank.

Robyn: I started volunteering after the Booth Centre supported me into accommodation, I wanted to help others and the Booth Centre.



“We’re all one big unit, that’s what I enjoy about volunteering at the Booth Centre. It’s not just the staff, it’s also the volunteers, it’s the people that are using the Centre. We all work as one.”

Wellbeing Centre



Our wellbeing centre is an inclusive and welcoming place which opens at 9am Monday to Friday.

A free breakfast and lunch which includes 3 of your 5 a day is served in the café – setting people up for the day. In the past year, over 36,000 meals have been prepared and served by 103 supported volunteers who have completed work placements in our catering standard kitchen and cafe.

Our advice centre offers support with housing, finances, ID, physical and mental health and welcomes specialist health practitioners from partner organisations. Peer mentors will be circulating and chatting making sure everyone knows about the activities happening that day and that everyone is seeing the right people for advice. There is always an activity happening, such as music in the cafe, where we invite in local musicians to perform with some Booth Centre percussion on back up. There's always some way to get involved and feel connected.



In 2018/2019: we supported 271 people to move into temporary or permanent accommodation

135 people were supported to return home to friends or family

185 people have been referred to health services

Our award winning garden

Our sanctuary, a place to reflect, to sit quietly, to enjoy yourself and to take part in activities.

We are proud to enter the RHS Britain in Bloom Community Garden Awards each year. This year we hope to be the recipients of the top award for the fifth year running.

The Booth Centre Sports and Well-being Programme helps people to improve their physical and mental health, as well as building confidence, resilience and self-esteem.

This year, 79% of people who have visited the Booth Centre have engaged in regular activity.

People report the positive impact that activity and social interaction has on their mood and mental health which improves wellbeing.



“A little oasis with the city as the backdrop. Our BBQs are a special time in the summer when we all come together and celebrate the hard work that goes into the garden and every meal that we serve”.



The Booth Centre Art Gallery

Whilst walking around the Booth Centre it becomes very apparent how important the arts are to us.

On every wall of the Centre you can see artwork, poetry, textiles and music which has been created by people in the Centre. By taking part in expressive and creative activities, people build new social connections, reduce their stress levels and feel pride in what they have achieved.

Our varied arts programme includes art sessions, creative writing, drama, music and opera. We celebrate talent and participation in a number of ways at the Centre including our quarterly awards ceremonies, and by holding public exhibitions and performances at venues in the city, including this year at HOME Arts Centre, The Edge Theatre, and the People's History Museum. We take every opportunity to celebrate people's skills and talents!

"I was really excited to see someone come to the Centre who hadn't visited for a while, he went to our sewing exhibition space and rummaged around in the wardrobe, then pulled out a waistcoat he'd made, and proudly put it on! The art work here has so much meaning for people, it's fantastic there is space to appreciate it".



“Being able to connect to family and friends, watch a film or listen to music has a huge impact on a person’s well-being. Connecting to the outside world helps us feel included and part of a community. And everyone deserves this”.

The Training Room

A place to build skills and make plans... everything happens in here; interview role plays, English for our friends from other countries and heated debate about the issues of the day.

In the past year we’ve supported 104 people to gain employment

Every Friday we run a training activity that feeds into our Employment Pathways Programme, people can gain nationally recognised qualifications in areas such as first aid and food safety.

Last year 91 people achieved at least one of these qualifications and had the opportunity to undertake a training placement in the Centre.

Employment Pathways supports people at every stage of their journey into work. Our Employment and Skills Service also offers help with travel and work clothes to support people to sustain their employment.

The Booth Centre is a digitally inclusive centre – we are a place for people to access WiFi to connect with friends, use a tablet to gather information or sit at a computer to research jobs, courses or complete a Universal Credit journal. This is open to use independently but if people would like additional support, then our Internet Café is the place to go.



2018-2019 Finances

Total Income:

£965,622

- Donations & Gift Aid: **55%**
- Local Authority Grants: **20%**
- Restricted Income from Trusts, Foundations or Partners: **23%**
- Interest & Student Fees: **2%**

Total Spending:

£917,592

- Direct Charitable Expenditure: **86%**
- Fundraising and Governance: **14%**

As an independent charity, the Booth Centre is only able to continue to support people thanks to the generosity of our many supporters, volunteers, trustees, funders and partner organisations.

Thank you to everyone who offers support for our work including vital funds, volunteer time, specialist services and essential donated items such as food and toiletries.

Thank you to our grant funders

- Barnabas Trust
- Big Change Manchester
- Booth Charities
- Chiesi
- Comic Relief
- Dickanson's Charity
- Duchy of Lancaster Benevolent Fund
- Edward Holt Charitable Trust
- Foodinate
- Greater Manchester Local Authorities
- JTI
- Manchester City Council
- Manchester Cathedral Development Trust
- Postcode Community Trust
- Shop Direct
- Sport England

Thank you to our partners for working alongside us

- Andy Burnham (Mayor of Greater Manchester) and his team
- arthur & martha CIC
- Business in the Community
- Centrepont
- CGL
- Cornerstone Safe Haven / Caritas
- Edward Holt Charitable Trust
- Equality FC
- FareShare Greater Manchester
- Fighting Fit Gym
- Forgotten Feet
- Greater Manchester Local Authorities
- Greater Together Manchester
- HOME
- Homes of Hope
- Homeless Link
- Homeless Mental Health Team
- Hope for Justice
- Khizra Mosque
- Manchester Art Gallery
- Manchester Central Library
- Manchester City Council
- Manchester Homelessness Partnership
- Migrant Help
- Motiv8
- Music Gofer Ltd
- On The Out
- Revive Dental Practice
- Riverside Housing
- Sanctuary Supported Living
- Shelter
- Supporting People In Need
- SSG

- Street Paws
- Street Support Manchester
- Streetwise Opera and With1Voice
- Stitched Up
- Talk English
- The Edge Theatre and Arts Centre
- The Growth Company
- Urban Village Medical Practice
- Vincentian Volunteers
- With1Voice
- The hostels, day centres and support services that work alongside us



Special thanks also to the many local companies and organisations who donate their time, funds and essential items to support our services.

The 2019 **Manchester Sleepout**
Manchester Cathedral

Fri 8th November 2019
Fri 6th November 2020

At the Booth Centre,
we're working to end
homelessness in all its
forms. Join us in our
mission.

Sleep out once so that
others don't have to.

Register at
boothcentre.org.uk
#McrSleepout

Want to help?

Volunteer

Donate

Fundraise

Follow us on social media: @boothcentre
Donate at: boothcentre.org.uk

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 **Booth Centre**

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Awarded funds from

